

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2018-07 / 2018-12

Date of report: 14-1-2019

Date of next: 2019-07

Documentation: https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability

Related agreements: <https://documents.egi.eu/document/3339>

Legend Underperforming
On Target

	BEgrid-BELNET	Service target	Previous period			Reporting period				
			2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Availability	90%	100,00%	99,50%	100,00%	100,00%	85,47%	100,00%	58,87%	0,00%	0,00%
Reliability	95%	100,00%	99,50%	100,00%	100,00%	100,00%	100,00%	59,68%	0,00%	0,00%

SLA Violation: A/R under the targets for 3 consecutive months, from 2018-10 to 2018-12

Explanation after the upgrade to occi-server version 2 in order to support OIDC, the site has being run into a bug at the level of token management affecting OpenNebula 5.4.13. Details in https://ggus.eu/?mode=ticket_info&ticket_id=138504

2018-08 downtime for infrastructure maintenance